

# ***PRODUCT BULLETIN***

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## **Enhanced Service Provider Services (Basic Service Elements) Available in California**

January 7, 1992  
Reference: 910451

GTE Telephone Operations announces the tariffed availability of Enhanced Service Provider (ESP) Services. ESP Services are the Network Basic Service Elements for an ESP to offer Enhanced Services such as Voice Messaging. These services include:

- Call Forward (Busy, No Answer, Busy/No Answer),
- Message Waiting Indication,
- Forwarded Call Information,
- Data Link,
- Queuing, and
- User Transfer Capabilities.

The following terms need to be defined before the ESP Services can be fully explained.

### **Basic Service Elements (BSEs)**

BSEs are network services described in the product description section of this bulletin. ESPs may order the BSEs to connect to GTE's local exchange to provide Voice Messaging Service (VMS) or another enhanced service to the ESP's customers.

### **Enhanced Service Provider (ESP)**

An ESP is a customer who provides enhanced services, including Voice Messaging. These enhanced services are computer-processing based and are deregulated. GTE is a BSE provider as well as an Enhanced Service Provider (ESP).

The attached describes ESP Services and refers to the ESP sales kit. The ESP sales kit is a package to be sent to potential ESPs to describe the network interface GTE can offer. Included in this kit is a technical description of the interconnection required for the central office in which the customer will be interfacing (including the 5ESS, 1AESS, GTD-5, and DMS-100), the tariff for the BSEs, and a recommended letter to the ESP explaining what GTE will provide and how to obtain the interface. The recommended contents of the ESP letter is in Appendix 1 of this product bulletin.

## **Background**

Telecommunication services which employ computer processing applications, provide additional information, or involve end user interaction with stored information are enhanced information services. Voice Messaging Service (VMS) is one of these enhanced services. In March 1988, deregulation allowed the Regional Bell Operating Companies (RBOCs) to become Enhanced Service Providers (ESPs) and to offer certain enhanced information services. A relief provision in GTE's Consent Decree permits the GTE Telephone Operating Companies (GTOCs) to offer enhanced services on an integrated basis like the RBOCs. Therefore, GTE is providing network services for our own use in Voice Messaging as well as allowing the sale of these services to other ESPs.

Along with VMS, GTE offers VMS access service utilizing several central office features and functions, known as Basic Service Elements (BSEs). This technology is now available to ESPs who, in turn, can provide voice messaging and other enhanced services to residential customers, to small business customers who cannot afford the large capital outlay to purchase voice messaging CPE, and to larger business customers who don't wish to purchase CPE.

GTE's primary objectives for tariffing these BSEs are to offer quality network services that meet the requirements of ESPs for the provision of enhanced information services, to increase call completions through a more efficient use of the network, and to increase revenues. Further, GTE is entering the voice messaging market as an ESP to offer our own service to single-line residences and businesses, and ContraNet customers. As such, GTE is a purchaser of the tariffed BSEs along with other ESPs in the marketplace.

## **Product Description**

ESP Services introduces eight new network features (BSEs), that provide interconnection and functionality to equipped central offices for voice messaging ESPs in GTE's territory. These BSEs may only be provided to ESPs as described in the proposed tariff, included in this ESP sales kit, and will be available on an individual, unbundled basis at tariffed rates.

BSEs do not need to be purchased by the ESP in order to provide Voice Messaging Service (VMS). But, the BSEs do need to be purchased to provide the following functionality.

- Call forwarding to the VMS on a busy and/or no answer condition.
- Message Waiting Indication (MWI).
- Queuing into the VMS. This allows the caller to wait for the mailbox rather than receive a busy signal.

**E. Queuing**

This service provides customers subscribing to Voice Messaging Access Lines or CentraNet lines arranged in a multi-line hunt group with a queuing feature. Calls made to a multi-line hunt group equipped with the queuing feature will complete immediately if there is an idle terminal in the hunt group. However, if all terminals in the hunt group are busy, the call is placed in queue and waits its turn to be served.

**F. Call Forwarding Busy Line - Fixed**

This service allows the ESP's customers to have their incoming calls redirected to the predetermined directory number of the ESP, within the same central office serving area, when the end user's line is busy. The ESP must be preselected by the end user.

**G. Call Forwarding No Answer - Fixed**

This service allows the ESP's customer to have incoming calls redirected to the ESP's predetermined directory number, within the same central office serving area, when the end user's line is unanswered. This call forwarding occurs after a standard prespecified number of rings (typically 4 or 5).

**H. Call Forward Busy Line/No Answer - Fixed**

This service allows the ESP's customer to have incoming calls forward to the ESP's predetermined directory number, within the same central office serving area, when either a busy or no answer condition is encountered.

GTE is obligated by the Consent Decree to provide non-discriminatory network interconnection to ESPs, regardless of their affiliation to GTE. GTE's affiliated ESP and other competing ESPs will access the public switched network through the same standard network interfaces and access arrangements available through the Enhanced Service Provider tariffs (See local tariff supplied in this package).

<u>ST</u>	<u>OFFICE</u>	<u>SWITCH TYPE</u>	<u>IN SERVICE</u>
CA	Ontario	DMS100	11/91
CA	Palos Verdes	GTD-5	11/91
CA	Pomona	GTD-5	11/91
CA	Artesia	DMS100	11/91
CA	Azusa	DMS100	11/91
CA	Bellflower	GTD-5	11/91
CA	Camarillo	GTD-5	11/91
CA	Downey	GTD-5	11/91
CA	Manhattan Beach	DMS100	11/91
CA	Norwalk	GTD-5	11/91
CA	Thousand Oaks	GTD-5	11/91
CA	Rolling Hills	GTD-5	11/91
CA	Walnut	5ESS	11/91
CA	Warner	DMS100	11/91
CA	Claremont	GTD-5	11/91
CA	Clark	GTD-5	11/91
CA	Redlands	DMS100	11/91
CA	San Dimas	GTD-5	12/91

**Notes:**

1. If an ESP would like to interface with a GTE central office other than the ones listed above, an interface may not be available. Contact Kathie Shannon at (214) 718-4455 or Telemail K.S. Shannon to verify availability in other central offices in California.
2. The 1AESS is compatible with the following BSE's on an **intraoffice** basis only.
  - Call Forward Busy Line - Fixed
  - Call Forward No Answer - Fixed
  - Call Forward Busy Line/No Answer - Fixed

In other words, these BSE's are not available on an **interoffice** basis on the 1AESS.

## **Sales Materials**

When a customer asks for information regarding ESP services the following package should be sent to them:

- ESP letter (See Appendix 1)
- Technical description of the central office in which they will be interfacing
- Tariff

A copy of each is provided in this ESP sales kit. Appendix 1 identifies the recommended content for the ESP letter. This letter should be typed on your local letterhead. Make copies of each item for your customer as needed.

## **Sales Training**

Additional training on ESP services is provided in the Voice Messaging Sales/Product Training courses. Contact your area training representative or Franceen Lyons, Telops Sales Training, at 214-615-3240.

<u>Central Office Affected</u>	<u>Central Office Type</u>	<u>Date Available</u>
Baldwin Park	DMS100	11/91
Chino	GTD-5	11/91
Covina	GTD-5	11/91
Diamond Bar	GTD-5	11/91
Glendora	GTD-5	11/91
La Puente	1AESS	11/91
La Verne	GTD-5	11/91
Mar Vista	GTD-5	11/91
Monrovia	GTD-5	11/91
Ontario	DMS100	11/91
Palos Verdes	GTD-5	11/91
Pomona	GTD-5	11/91
Artesia	DMS100	11/91
Azusa	DMS100	11/91
Bellflower	GTD-5	11/91
Camarillo	GTD-5	11/91
Downey	GTD-5	11/91
Manhattan Beach	DMS100	11/91
Norwalk	GTD-5	11/91
Thousand Oaks	GTD-5	11/91
Rolling Hills	GTD-5	11/91
Walnut	5ESS	11/91
Warner	DMS100	11/91
Claremont	GTD-5	11/91
Clark	GTD-5	11/91
Redlands	DMS100	11/91
San Dimas	GTD-5	12/91

**Note:** The 1AESS is compatible with the following BSE's on an **intraoffice** basis only.

- Call Forward Busy Line - Fixed
- Call Forward No Answer - Fixed
- Call Forward Busy Line/No Answer

In other words, these BSE's are not available on an **interoffice** basis on the 1AESS.

If you are interested in ordering Public Network Interfaces in any of these affected central offices, please contact the appropriate GTE business office listed on the previous page to place your order.

## **DMS-100 INTERFACE SUMMARY**

**February 1991**

### **Description:**

The interface consists of a data link, or the Simplified Message Desk Interface (SMDI), and subscriber lines arranged in a UCD group. The data link carries information to the DMS-100 for initial call set up and the requests from the VMS for station Message Waiting Indication (MWI) activation/deactivation; the voice lines are used to carry the voice transmission to and from the subscriber's "mail-boxes" within the VMS.

### **Operation:**

Once a line to the VMS has been seized, the DMS-100 sends the called party, calling party indentifications, and call forwarding condition encountered over the data link. After the calling party releases the call, the VMS determines whether MWI activation is required, and if so, sends a command to the DMS-100 over the data link, activating the Message Waiting queue for the particular station.

If the subscriber wants to retrieve messages, he/she establishes a call to the VMS and inputs a password to access their mailbox. The DMS-100 seizes a line to the VMS and then sends the call set up information over the data link to notify the VMS of its incoming call. The VMS then terminates the call to the correct mailbox, so the subscriber can receive the messages. At the appropriate time, the VMS determines whether MWI deactivation is required, and if so, sends a command to the DMS-100 over the data link. The DMS-100 then determines the need for deactivation in accordance with the station's office data and the status of it's Message Waiting queue.

### **System Requirements:**

Minimum configuration - BCS - 24 (Centrex)  
BCS - 29 (Residential)

## **5.0 Software Requirements**

The following DMS-100 software packages are required:

- NTX100AA Integrated Business Network-Basic
- NTX101AA Integrated Business Network-Enhanced Business Service
- NTX732AA Simplified Message Desk Interface
- NTX730AA ASCII Driver
- NTX119AA Message Service
- NTX020 Vertical Services I - Call Forwarding - POTS
- NTX734AA Equal Access End Office - IBN PIC

The NTX100 and NTX101 packages provide the capability to forward calls to a message desk for call answering and message recording.

The NTX730 AND NTX732 packages add the SMDI capability to send call set up information over the data link from the DMS-100 to the message desk or the VMS.

For MWI activation/deactivation, the NTX119 Message Service package is required. This package provides Message Waiting Indication via lamp or stuttered dial tone.

The NTX020 package provides call forwarding and call set up information features for residential subscribers or POTS subscribers. The packages previously mentioned are also required for residential subscribers.

A calling number delivery blocking patch, GWR25C29, is required for every site.

This software patch fulfills a Public Service Commission requirement in some areas to block the calling directory number from being delivered to the voice mail system.

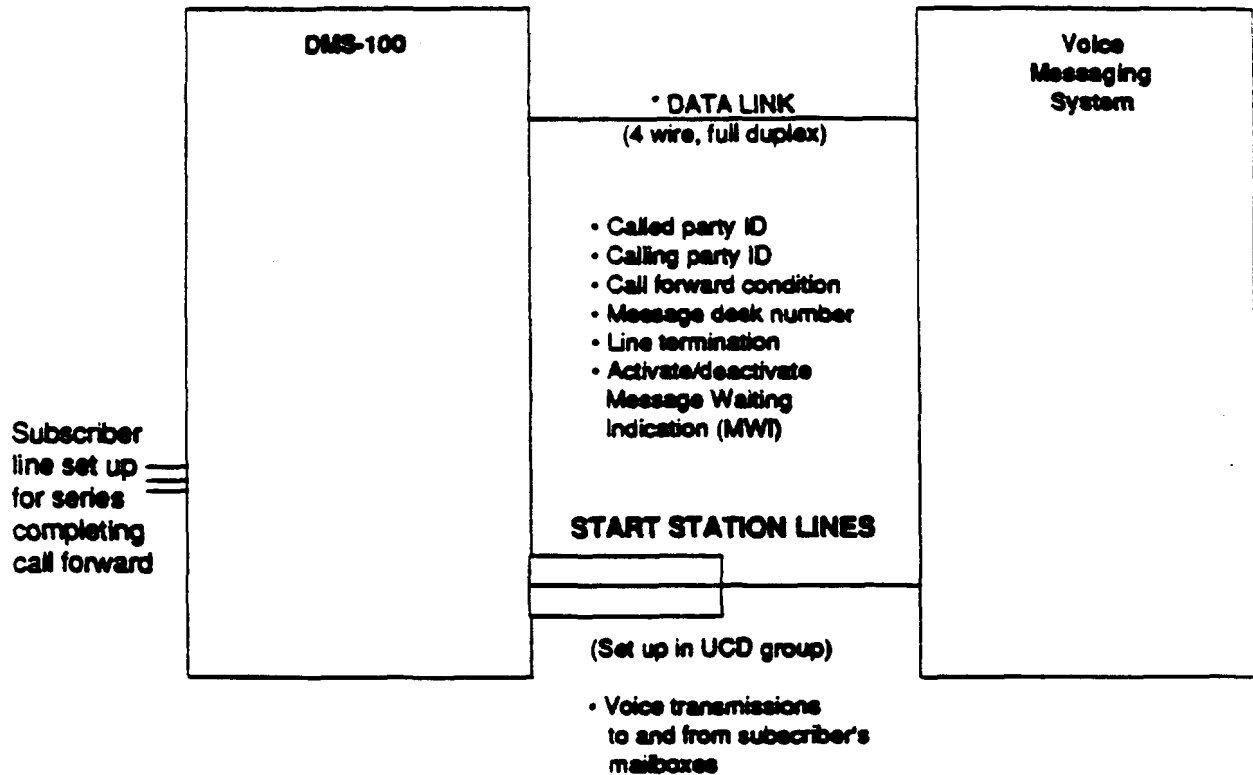
The NTX734AA feature package allows the assignment of a primary interexchange carrier on a line-by-line basis. This allows the subscriber the most direct access possible to his primary carrier.



# INFORMATION TRANSFER DIAGRAM

## DMS-100

Appendix A  
Page 4 of 4  
February 1991



\* Modem required if the physical path between C.O. switch and the VMS is greater than 50 ft.

## **GTD-5 INTERFACE SUMMARY**

**February 1991**

### **Description:**

In the GTD-5, the data functions and the voice functions are combined and signaling is passed over voice trunks.

### **Operation:**

After a subscriber has properly activated call forwarding to the Voice Messaging System (VMS), calls are directed to the VMS group. Once a line to the VMS has been seized, the GTD-5 sends the called party, calling party identifications, and call forwarding condition encountered to the VMS. After the calling party releases the call, the VMS determines whether Message Waiting Indication (MWI) activation is required, and if so, sends a command to the GTD-5 to activate the Message Waiting queue for the particular station.

If the subscriber wants to retrieve messages, he/she establishes a call to the VMS and inputs a password to access their mailbox. The GTD-5 seizes a trunk to the VMS and sends the call set up information to notify the VMS of its incoming call. The VMS terminates the call to the correct mailbox, so the subscriber can receive the messages. At the appropriate time, the VMS determines whether MWI deactivation is required, and if so, sends a command to the GTD-5. The GTD-5 then determines the need for deactivation in accordance with the station's office data and the status of its Message Waiting queue.

### **System Requirements:**

Minimum configuration - SVR 1.6.3.2.

The quantities reflect the required duplicate cards.

The Remote Data Link Controller (RDLC) card, FB-16220, is required when host-remote links contain 64 kbps data links. One RDLC card is capable of providing one data link for 16 span lines.

#### **4.0 Software Requirements / RTUs**

To implement VMS in an area that requires calling number delivery blocking, order these software packages:

SP-16163-VMSA or VMSD  
CP-163xVMS  
CP-163XVMS-RTU

Each succeeding site in that area requires:

SP-16163-VMSA or VMSD  
CP-163XVMS-RTU

Software SP-16163-VMSA or VMSD is the calling number delivery blocking patch. The "A" denotes analog and "D" denotes digital. This patch fulfills a Public Service Commission requirement in some areas to block the calling directory number from being delivered to the VMS.

Software CP-163xVMS is the "one time" area fee. This software fee may be referred to as the TAC administrative fee. CP-163xVMS-RTU is the site right to use fee. In both cases, "x" denotes the SVR level.

#### **5.0 References**

The previous information was obtained from the following references:

EIM 90-01-01 GTD-5 EAX Voice Messaging and Expanded Announcement System RTUs.

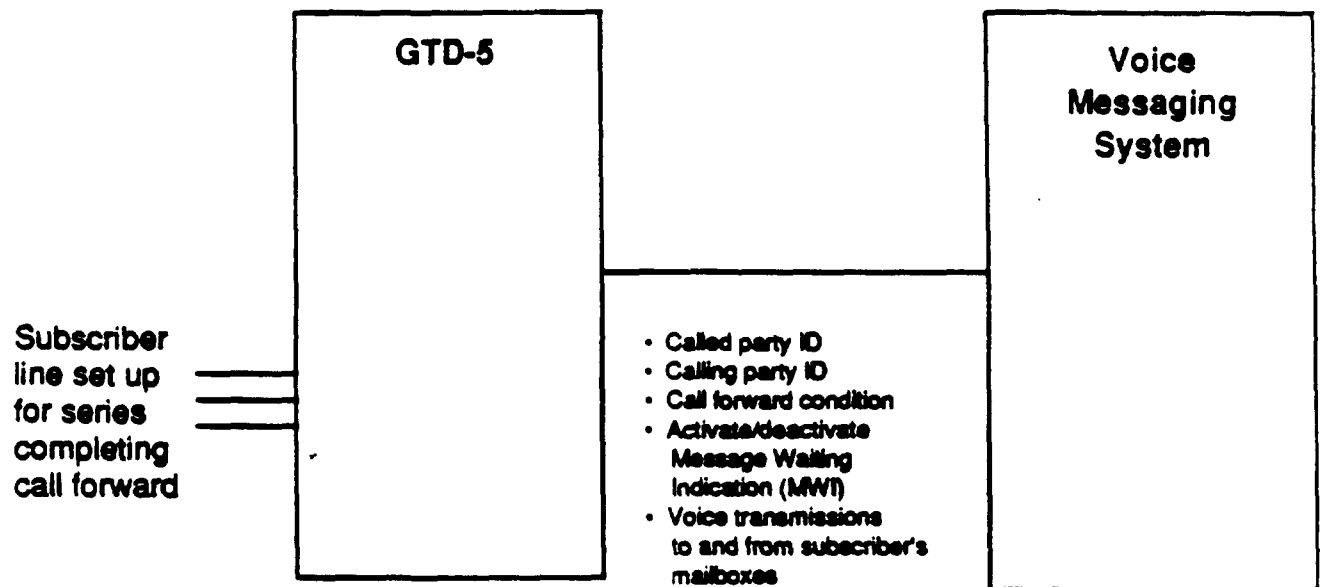
GTE Communication Systems GTE Practice 224-129-100, Digital Trunk-Facility Interface Unit Description, Issue 2, January 1987.

EIM 90-06-15-01, June 12, 1990.

AG Communication Systems Corporation, Equipment Interface Document to the Voice Message System, issue 1, February 1989.

## INFORMATION TRANSFER DIAGRAM

### GTD-5



• Both E & M and DTMF signaling are used in effecting the command/response functions.

**Note:** Since it is a technical requirement of the GTD-5 that the Voice Mail interface be via a digital trunk group (T1), the ESP is NOT charged additional rate elements for the T1. The ESP should not order a T1. He should order a Voice Mail interface via a normal local access (PBX trunks, CentraNet lines, etc.). The EPS will, however, be served via a T1.

February 1991

## **5ESS INTERFACE SUMMARY**

### **Description:**

This interface consists of a data link and a Multi-Line Hunt Group (MLHG). The 3A Simplified Message Service Interface (SMSI) feature of the Advanced Communications Package on the Application Processor (AP) or a 3A Translator, is required for the data link. The data link carries information to the 5ESS for initial call set up and the requests from the Voice Messaging System (VMS) for station Message Waiting Indication (MWI) activation/deactivation; the voice lines are used to carry the voice transmissions to and from the subscriber's "mailboxes" within the VMS.

### **Operation:**

After a subscriber has properly activated call forwarding to the VMS, calls are directed to the VMS group. Once a line to the VMS has been seized, the AP sends the called party, calling party identifications, and call forwarding condition encountered over the data link. After the calling party releases the call, the VMS determines whether MWI activation is required, and if so, sends a command to the AP over the data link, activating the Message Waiting queue for a particular station.

If the subscriber wants to retrieve messages, he/she establishes a call to the VMS and inputs a password to access their mailbox. The VMS then terminates the call to the correct mailbox, so the subscriber can receive his/her messages. At the appropriate time, the VMS determines whether MWI deactivation is required, and if so, sends a command to the AP over the data link. The AP then determines the need for deactivation in accordance with the station's office data and the status of its Message Waiting queue.

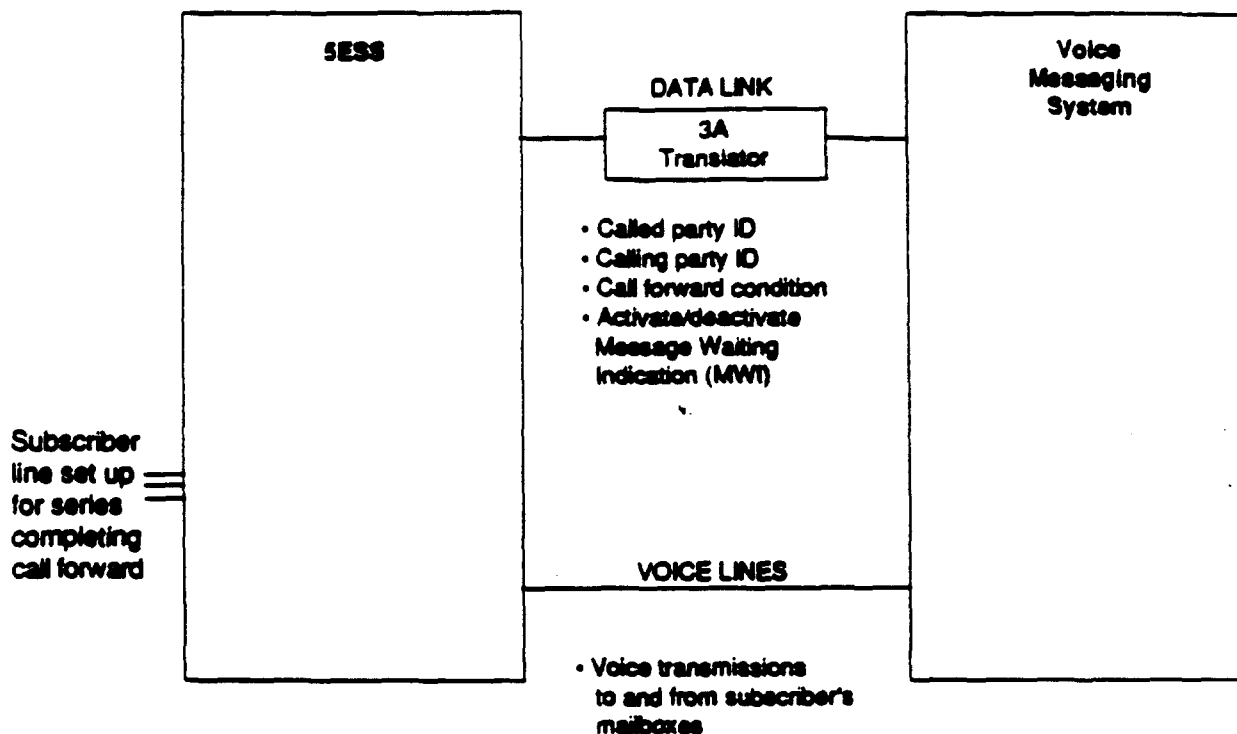
### **System Requirements:**

Minimum configuration - 5EA.2 E/W Advanced Communication Package.

# INFORMATION TRANSFER DIAGRAM

## 5ESS

Appendix A  
Page 2 of 2  
February 1991



## **1AESS INTERFACE SUMMARY**

**February 1991**

### **Description:**

This interface consists of a data link, or Simplified Message Service Interface (SMSI), and a Multi-Line Hunt Group (MLHG). The data link carries information to the 1AESS for initial call set up and the requests from the Voice Messaging System (VMS) for station Message Waiting Indication (MWI) activation/deactivation; the voice lines are used to carry the voice transmissions to and from the subscriber's "mailbox" within the VMS.

### **Operation:**

After a subscriber has properly activated call forwarding to the VMS, calls are directed to the VMS group. Once a line to the VMS has been seized, the 1AESS sends the called party, calling party identifications, and call forwarding condition encountered over the data link. After the calling party releases the call, the VMS determines whether MWI activation is required, and if so, sends a command to the 1AESS data link, activating the Message Waiting queue for the particular station.

If the subscriber wants to retrieve messages, he/she establishes a call to the VMS and inputs a password to access their mailbox. The 1AESS seizes a line to the VMS and sends the call set up information over the data link to notify the VMS of its incoming call. The VMS then terminates the call to the correct mailbox, so the subscriber can receive the messages. At the appropriate time, the VMS determines whether MWI deactivation is required, and if so, sends a command to the 1AESS over the data link. The 1AESS then determines the need for deactivation in accordance with the station's office data and the status of its Message Waiting queue.

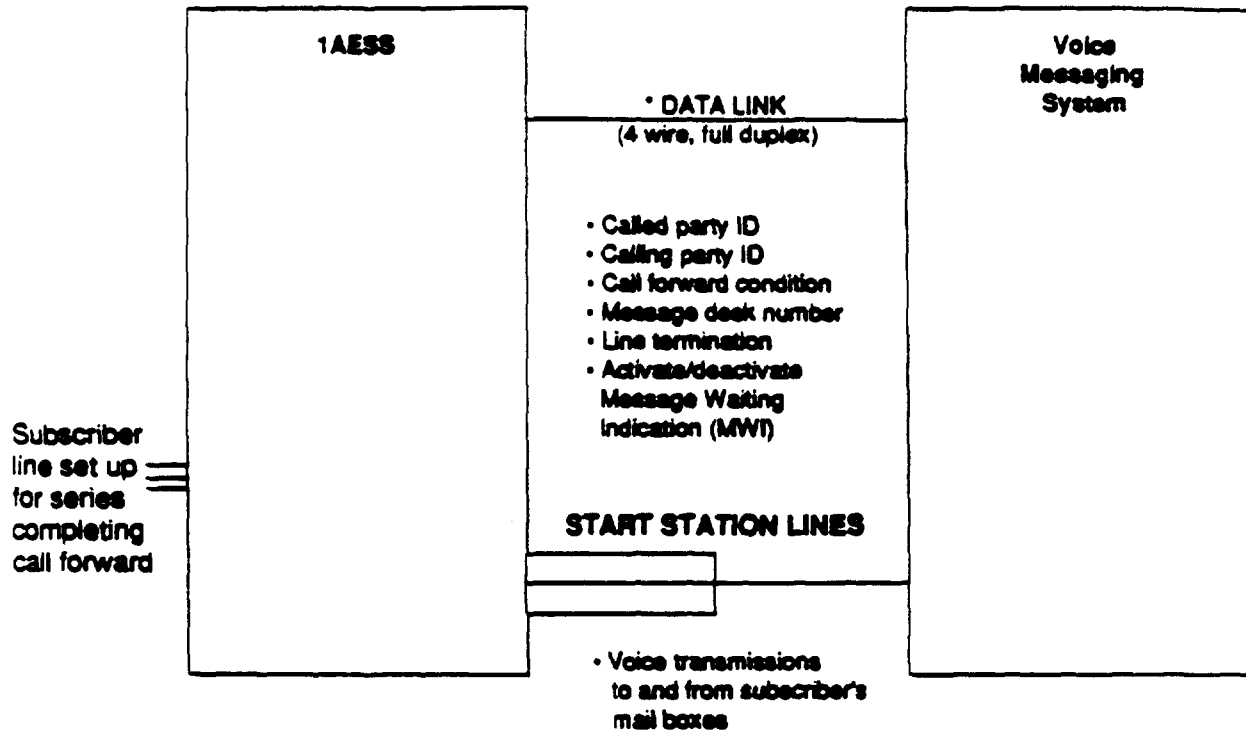
### **System Requirements:**

Minimum configuration - E/W Advanced Communications Package.  
Release 1AE9.08.

# INFORMATION TRANSFER DIAGRAM

## 1AESS

Appendix A  
Page 2 of 2  
February 1991



\* Modem required if the physical path between C.O. switch and the VMS is greater than 50 ft.



# **MARKETING NEWS**

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## **GTE Offers Voice Messaging Access To Enhanced Service Providers**

July 1, 1992  
Reference: 920371

GTE is implementing a direct mail program targeted at Enhanced Service Providers (ESPs) in the following states during July:

### **Central**

Missouri  
Nebraska  
Texas

### **North**

Illinois  
Ohio  
Pennsylvania  
Indiana

### **South**

Florida  
Kentucky  
North Carolina  
South Carolina

### **West**

California  
Hawaii  
Oregon  
Washington

The purpose of the direct mail program is two-fold.

- Introduce prospective customers to Voice Messaging Access.
- Allow GTE to obtain information on these customers in the form of a questionnaire.

GTE will use the information gathered from this program to further enhance the product offering and more effectively target our marketing programs.

The direct mail is divided into the following two versions.

- The first version is a technology introduction and will be sent to customers in states where Voice Messaging Access is soon to be tariffed.
- The second version describes existing technology and will be sent to customers in states where Voice Messaging Access is currently available.

A copy of each letter is attached.

Customers interested in learning more about Voice Messaging Access are encouraged to contact their GTE Account Manager or contact the GTE Intermediary Customer Direct Marketing Center in their part of the country.



Questions regarding this Marketing News should be addressed to Product Sales Support at **1-800-FON-GTE4** or **1-800-FON GTE5** between 8:00 a.m. and 5:00 p.m., Central Time Monday through Friday. Calls received at other times will be forwarded to voice mail and returned the next business day. **THESE NUMBERS ARE NOT TO BE USED BY END-USER CUSTOMERS. THEY ARE FOR SALES PERSONNEL ONLY.**

Author: Julie Roe, Product Promotions

Publisher: Margo Brown, Product Marketing Support

Distribution: IC Sales  
BSOC (*Managers Only*)  
General Business  
Major Accounts  
Product Marketing  
Network Services

**GTE Access Services**

8400 Esters Blvd.  
Suite 550  
Irving, TX 75063-2203

Dear Telecommunications Manager:

You want to give your customers the best possible telecommunications service. Naturally, that includes conveniences like voice messaging and call forwarding.

Until now, the options for providing your customers non-integrated voice messaging included going through a separate vendor, buying a PABX adjunct system or voice mail server, and ordering Call Forwarding from GTE.

Now there's a better way: **Voice Messaging Access (VMA)** from GTE. State-of-the-art, integrated voice messaging and call forwarding.

What does integrated voice messaging and call-forwarding mean? It means individual phone numbers and answer-messages, so callers don't have to dial through a series of numbers. It means stutter dial-tones that automatically signal new messages. It means hearing messages from any touch-tone phone, then being able to save or erase them. And it means your customers' calls can be automatically forwarded to your voice mail service.

And what does all that mean to your business? It means attracting new customers...upgrading your current customers...enhancing your product portfolio...and improving your own office's telephone capabilities.

That's **VMA** in a nutshell. It's offered under tariff from GTE, and the enclosed product information sheet will give you a more complete picture of how **VMA** works, and how it can help you better serve your customers.

• Convenient single-number dialing

Your customer's mailbox is his or her own home or business phone number, with its own customized answer-message. So callers don't have to dial additional numbers and digits to leave your client a message.

• Advanced message retrieval

A "stutter" dial-tone tells your customers when there's a message. They can hear their messages from any touch-tone phone, then erase or save them for review.

• Plus Call forwarding

Your customers can automatically forward their calls to your voice mail service.

We at GTE have made a commitment to better serve you, our customer. So you'll also find a questionnaire enclosed. The purpose of this survey is to develop a customer profile that will assist GTE in meeting your needs and how VMA can best fit into your current product portfolio.

Please take a few minutes to complete this questionnaire and return it in the enclosed postage paid envelope by July 31, 1992. This study will be treated with the strictest of confidence.

I know your time is valuable, and that filling out questionnaires isn't much fun. So, for being such a good sport about it, we'd like you to have an *Official NFL Sports Bag* with the insignia and team colors of your choice. Please accept this sturdy nylon bag as a "thank you" from GTE, official Telecommunications Consultant to the National Football League.

Your GTE Account Manager will be happy to answer any questions you may have about VMA. If you don't have a GTE Account Manager, call 1-800-825-4228 if you're east of the Mississippi, or 1-800-437-0694 west of the Mississippi. I'm sure that, once you've discovered what VMA can do, you'll be excited by its possibilities.

Sincerely,



Kathie Shannon  
Product Manager, Network Services  
GTE

**PS** - When you fill out your questionnaire, be sure to indicate which NFL team's insignia and colors you want on your *Official NFL Sports Bag*!

**GTE Access Services**

8400 Esters Blvd.  
Suite 550  
Irving, TX 75063-2203

Dear Telecommunications Manager:

Introducing *Voice Messaging Access* - a unique technology from GTE ... and a unique opportunity to expand your business.

*Voice Messaging Access (VMA)* gives you state-of-the-art, integrated voice messaging and call forwarding capabilities. It's offered under tariff from GTE, and with it you can offer your subscribers (and your own offices!):

- Convenient single-number dialing

Your customer's mailbox is his or her own home or business phone number, with its own customized answer-message. So callers don't have to dial additional numbers and digits to leave your client a message.

- Advanced message retrieval

A "stutter" dial-tone tells your customers when there's a message. They can hear their messages from any touch-tone phone, then erase or save them for review.

- Plus Call-forwarding

Your customers can automatically forward their calls to your voice mail service.

*Voice Messaging Access* gives you the convenience and reliability of truly integrated telephone services. It's an ideal opportunity to upgrade your current customers...attract new customers...enhance your product portfolio...and improve your own office's telephone capabilities.

That, in brief, is what *VMA* is all about. The enclosed product information sheet will give you a more complete picture of how *VMA* works, and how it can help you better serve your customers.

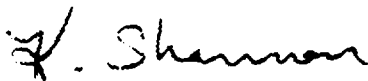
We at GTE have made a commitment to better serve you, our customer. So you'll also find a questionnaire enclosed. The purpose of this survey is to develop a customer profile that will assist GTE in meeting your needs and how *VMA* can best fit into your current product portfolio.

Please take a few minutes to complete this questionnaire and return it in the enclosed postage paid envelope by July 31, 1992. This study will be treated with the strictest of confidence.

I know your time is valuable, and that filling out questionnaires isn't much fun. So, for being such a good sport about it, we'd like you to have an Official NFL Sports Bag with the insignia and team colors of your choice. Please accept this sturdy nylon bag as a "thank you" from GTE, official telecommunications consultant to the National Football League.

Your GTE Account Manager will be happy to answer any questions you may have about VMA. If you don't have a GTE Account Manager, call 1-800-825-4228 if you're east of the Mississippi, or 1-800-437-0694 west of the Mississippi. I'm sure that, once you've discovered what VMA can do, you'll be excited by its possibilities.

Sincerely,

A handwritten signature in cursive script, appearing to read "K. Shannon".

Kathie Shannon  
Product Manager, Network Services  
GTE

**PS** - When you fill out your questionnaire, be sure to indicate which NFL team's insignia and colors you want on your Official NFL Sports Bag!

# Voice Messaging Questionnaire

Please complete the following questionnaire by placing an 'X' for the most appropriate answers. The questionnaire can be returned in the enclosed postage-paid envelope. Thank you for your help.

## Company Demographics

1. What Telecommunications Service do you consider to be your primary business? ... Secondary ?
  
2. What standard industrial classification (SIC) code best describes your business?  

<input type="checkbox"/> 3363	<input type="checkbox"/> 5999	<input type="checkbox"/> 8999
<input type="checkbox"/> 4812	<input type="checkbox"/> 7299	<input type="checkbox"/> Other
<input type="checkbox"/> 4813	<input type="checkbox"/> 7389	
  
3. What type(s) of voice messaging system do you provide for your customers? (Check all that apply)  

<input type="checkbox"/> Answering Service
<input type="checkbox"/> Answering Machine
<input type="checkbox"/> Voice Mail
<input type="checkbox"/> Paging
<input type="checkbox"/> Customer Premise Equipment
<input type="checkbox"/> PBX
<input type="checkbox"/> PC
<input type="checkbox"/> Other. If so, what type? _____
<input type="checkbox"/> None
  
4. What percent of your sales are derived from business vs. residential customers?  

	<i>% of Accounts</i>	<i>% of Revenue</i>
Residential	_____	_____
Business	_____	_____
TOTAL	100%	100%
  
5. Approximately how many customers do you serve?  

<input type="checkbox"/> Residential Customers	<input type="checkbox"/> Business Customers
------------------------------------------------	---------------------------------------------
  
6. In which states do you provide enhanced services? Please list.
  
7. In which cities or states are you considering offering services in the future? Please list.

8. How many people are employed at this location full time?

\_\_\_\_\_ Employees

9. Which of these categories includes your approximate annual revenue?

\_\_\_\_\_ Under \$250,000

\_\_\_\_\_ \$250,000 but less than \$500,000

\_\_\_\_\_ \$500,000 but less than \$750,000

\_\_\_\_\_ \$750,000 but less than \$1 million

\_\_\_\_\_ \$1 million or more

10. Which 3 cities provide the greatest revenue for your firm?

1. \_\_\_\_\_

2. \_\_\_\_\_

3. \_\_\_\_\_

11. Do you currently use a voice messaging system at your office?

\_\_\_\_\_ Yes

\_\_\_\_\_ No

12. Who is your local telephone company? \_\_\_\_\_

If you conduct business in more than one city, please provide the local telephone company for each of the top three revenue producing cities.

13. What are your estimated monthly telephone expenditures?

\_\_\_\_\_ \$2,500 or less

\_\_\_\_\_ \$2,501 - \$5,000

\_\_\_\_\_ \$5,001 - \$15,000

\_\_\_\_\_ \$15,001 - \$24,999

\_\_\_\_\_ more than \$25,000

**Please Attach Your Business Card Here:**

Your name:

Your title:

Company name:

Address:

My favorite NFL team is \_\_\_\_\_

**Please allow 4-6 weeks for delivery of your Free NFL Sports Bag.**



## **EXHIBIT VI**